

CTS Advisory Council

May 1, 2013

1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Steve Young (DNR), Carl Harris (AGR), Rob St. John (CTS), Cathy Munson (LSC), Bob Lanouette (LNI), Sue Langen (DSHS), Ron Seymour (DFI), Doug Hoffer (DOC), Dan Mercer (CTS), Dawn Tatman (DES), Steve Young (DNR) and Rich Campbell (HCA)

Guests: Wendy Huff (CTS), Gordon Ice (CTS), and Heidi Brownell (CTS)

**Service Inquiry Request:
Tier 4 Storage**

Wendy introduced Gordon Ice, the CTS Storage Services Manager, who provided an overview of the Service Inquiry: Tier 4 Storage. Christy noted that other state agencies are interested in this service not just DNR. CTS has identified several storage customers with a need for storage that has lower performance requirements than what is currently offered by the new VMAX.

Given other storage efforts currently underway, the preliminary estimate for time to implement this service is between 8 to 12 months.

Council members agreed to participate in further defining business requirements for this service inquiry. Interested agencies should contact Gordon Ice to discuss additional use cases and whether this type of storage solution would meet their requirements. CTS will follow up with a schedule for next steps.

A question was asked on whether this service will have a negative impact on other customers because excessive use of network bandwidth. Gordon shared that network considerations will be incorporated into the solution design as it is developed.

Initiatives Review

Heidi Brownell provided an update of the CTS Initiatives. CTS follows the Service Inquiry process to address new requests for services from our customers. The process is intended to provide a quick, high-level assessment of the request or inquiry. Heidi asked Council members if there are requests for new services or inquiries that are not listed, to let her know.

CTS continues to review existing services on an ongoing basis using the Service Health Check venue.

Heidi noted that the Blackberry Mobile Messaging service would not be available after June 30, 2013. Wendy stated that a second Service Bulletin reminder was recently sent.

Section 3 of the Initiatives document provides high-level visibility into the twelve SDC related projects. Additional detailed information

about these projects is available on the SDC Project page or at:
http://cts.wa.gov/projects/state_data_center/

CTS is undergoing several organizational initiatives, including improving customer service, performing opportunity analysis, making investments in our workforce, and developing a communication plan. These initiatives are listed in section 4 of the document.

Section 5 of the initiatives document captures the work performed to support the technology needs for operating CTS. Section 6 serves as a reminder of the activities that CTS supports related to the strategies described in the OCIO's Technology Strategy document.

Completed and/or closed initiatives are in Section 6.

The link to the Initiatives: http://cts.wa.gov/cts_initiatives/

Council members like the format of the initiatives document. It was suggested that CTS create a site where additional detail could be located. Christy said that we will look into this suggestion.

Advisory Council Agenda Items

Christy asked Council members about future agenda items, suggestions from members included:

- Mobile Device Management
- Identity Management
- Disaster Recovery
- Network Management (strategically)
- Financials Around Lync

Other

Ron Seymour (DFI) and Carl Harris (AG) expressed concerns about seeing frequent "trying to connect to Microsoft Exchange" messages in Outlook. The impact is a brief, perhaps 30-second, delay in mail delivery, unlike previous incidents where delays have been significant.

FOLLOW UP: This issue may be related to either desktop configuration problems or network connectivity issues. Customers experiencing this problem should open a ticket with CTS and let us know who on your technical team we can work with to troubleshoot and resolve the issue.

Council members commented that they liked the format of the Quarterly Customer meeting. It was suggested a meeting notice be sent out through an outlook meeting invite so it could be forwarded to other staff. It was also suggested CTS Initiatives be on a future meeting agenda. Laura Parma is the point of contact.

Action Items

Wendy will follow-up with Cathy Munson concerning opportunities and future use of ADFS and to understand additional federation needs for LSC.

Interested agencies should contact Gordon Ice to discuss potential

use cases for Tier 4 Storage. Attached are suggested uses for Tier 4 Storage.

Next Meeting

June 5, 2013
Conference Center Room 2208
1500 Jefferson Street
Olympia, WA